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From: John B. Troost, 2<sup>nd</sup> Vice President  
LA County Commission on Disabilities  
(323) 291 9212  
[winnie\\_cody@att.net](mailto:winnie_cody@att.net)

Subject: May 20<sup>th</sup> LACCoD Meeting - ASI Monthly Report for the Annual Membership Meeting held on April 17, 2015 and the Access Board Meeting held on April 27, 2015

The Annual Membership meeting was held on Friday, April 17<sup>th</sup> at the Southern California Association of Governments building near Figueroa and Seventh. The meeting was a combined meeting with the Board of Directors and the Fixed Route Operators that service cities in LA County, many of whom represent their local municipalities on the Transportation Professionals Advisory Committee (TPAC).

Agenda Item # 4 General Public Comment was restricted to items not on the agenda therefore there was very little said, however there was a general flavor of opposition to the fare increase, known as the "Dynamic Fare" concept, which will be noted later in this report.

Agenda Item # 5 Ratification of Amended bylaws, this was mainly to change or add e-mail delivery of notices in addition to mail, and the traditional posting to the bylaws which was unanimously approved.

Agenda Item # 6 Establishment of Nominations Committee – Board Elections. This Committee is made up of the Board and two appointed Committee Members from the Municipal Fixed Route Operators that had to be approved by the TPAC and the Board of Directors. Joyce Rooney from Beach Cities Transit and Kathryn Engel from the City of Glendale were both appointed to this Committee, as specified by the bylaws.

Agenda Item # 7 Consideration to approve triennial finding action plan: Origin to Destination. This is one area that Access Services was found not to be in Compliance with Metro and the Federal Transit Administration. This issue has constantly been a discussion item, since I took over our empty seat on the Board. At this meeting it was finally agreed upon by the Board and Fixed Route operators. This program is now referred to as "Beyond the Curb". With this program will be able to assist, upon request, any rider up to a front door entry way or vice-versa to the van as long as it doesn't exceed 60 feet from the vehicle, as the driver must have full view of the vehicle at all times. The driver is not allowed to enter any doors, private residences or buildings or go beyond the ground level of a building or apartment. This program is set to begin on July 1, 2015, and will require a separate application, which also will result in an eligibility evaluation at the CARE Evaluation Center. There were a few public comments regarding this issue, which ranged from security issues regarding passengers being left alone with strangers, service animals being enclosed in the van without air conditioning

especially during the summer months. According to Access' economics firm is saying that this service will be approximately \$ 6.33 million for the next fiscal year.

Agenda Item # 8 Informational Triennial Finding: Dynamic Fares. This item was opened up by numerous Public Comments, ranging from confusion in calculating fares over the phone with reservationists and then having to recalculate it again at the time of pick up, thus wasting the time of drivers. Dealing with different denominations of coupons was a concern of the visually impaired as well as those with dexterity problems. The number one issue was the issue of affordability of people on fixed incomes and having to choose between taking Access to and from a doctors' appointment, picking up prescriptions or eating. I won't go into it but there was a lot of tearful testimony against going to the proposed Dynamic Fare System as proposed by Access Services. Just one personal comment, Access is not in compliance in two or three Transportation Districts for having fares that exceed double the amount of their fares, so how will raising and lowering fares bring them into compliance, when most of the riders will see increases of fares?

Agenda Item # 9 was just a review of the Fiscal Year 2013-2014 Report which will be available up here on the front table, if you want to see it, after the meeting.

Agenda Item # 10 was the Presentation of the Jerry Walker Award. This years' Award went to Silvia Abrica, very briefly she began as a driver in 2007 and became a Road Supervisor and then advanced to a Safety Supervisor, all at Global Transit which services the Southern Transit Region of Access Services.

ASI Monthly Report for the Meeting held on April 27, 2015

Agenda Item # 3 Was an opening remark from Access' Legal Counsel, Mr. James Jones who generally starts every meeting and generally only reminds the audience of the Brown Act with regards to time allotments in respect to Public Comments and time limitations. At the end of that explanation, he let everyone know that the Case of Minnis Verses Access Services finally came to a close, with a good result for Access Services. Very briefly a very capable person in an electric chair was after services from Access that had previously been denied during the evaluation process.

Agenda Item # 5 was a report from the Transportation Professionals Advisory Committee, (TPAC), Chair, Linda Evens, and the Community Advisory Committee, (CAC), Chair Chaplain Dove Cohen. Both of these reports were with regards of the Dynamic Fare Proposal. Both Committee Chairs essentially said that there Committees had concerns about changing the system and were genuinely against the proposal.

Agenda Item # 7 A discussion on Driver Recruitment and Retention, Shelley Verinder spoke about this issue and indicated applications have been on a steady decline. It was pointed the four transportation regions have seen a sharp decrease of Driver Applicants and other general as well over the last few months, the average used to be 10 inquiries per day and now it was noted as being 1 or 2 per day in each region.

Agenda Item # 8 Consideration to approve Metro Logo/Branding. An ad-hoc working group comprised of three Board members Theresa DeVera, Daniel Levy and Kim Turner was appointed by the Board. They came back with their recommendation, only to have Metro logo (the black circle with the White M) placed on the lower left bumper. This was approved and the logo decals will now be in the process of being applied to the vans.

Agenda Item # 9 Discussion on Self-insured Retention Program. Insurance rates are generally on the raise for all transit agencies and Access has been able to moderate its increases to a certain degree. There was talk about raising the self-insured limit from \$ 50,000.00 to \$ 100,000.00 and keep the same premium and having a higher deductible if an incident occurs. The uninsured/underinsured motorist coverage covers riders in the event of an occurrence that may arise. Over the last few years, there have been several major claims that were not the fault of Access but nonetheless were covered under the uninsured-underinsured coverage and which are now having an effect on Access' insurance rates. Upon renewal staff has recommended that the uninsured coverage be deleted. This coverage is not an essential or required coverage and there are no apparent benefits or advantages for carrying the coverage. Staff is also recommending deleting the required \$500,000 uninsured policies for non-dedicated vehicles used by contractors effective June 21, 2015.

Currently, Access' auto liability policies cover events that happen on the vehicle and also cover the loading and unloading of passenger. Access' contractors' commercial general liability policies cover certain events that occur outside of these activities. At this point, neither the Scottsdale policy nor Access' providers' Commercial General Liability policies explicitly cover the additional assistance that Access will be providing to certain customers through Beyond the Curb service.

Agenda Item # 10 A discussion on the Origin to Destination "Beyond the Curb" Program and the Dynamic Fare Costs. The estimated cost for the "Beyond the Curb" Program is estimated to be over \$ 6,000,000.00. The breakdown of the costs is as follows:

Additional Transportation Costs (At Median)	\$ 2,850,000.00
Additional Insurance Costs	1,406,000.00
Additional Vehicles Required	990,000.00
IT Capital Needs	300,000.00
Additional staff costs Customer Service	250,000.00
Training Costs for contractors	21,469.00
Community Events – Educational Sessions	10,000.00
Eligibility Determinations	426,462.00
Legal Expense	75,000.00
Total Beyond the Curb Costs	\$ 6,329,528.00

Some quick examples: Transportation costs would involve additional training of service providers and drivers and further in-service training, spending more time at pick-ups and drop offs. Insurance coverage will be increased dramatically because of more assistance. More vehicles will have to be purchased to make up more time at pick-ups

and drop-offs. IT Capital cost to purchase additional equipment to handle the volume of new vehicles, and on and on.

Dynamic Fare (Additional Costs)		
Additional staff costs Customer Service	800,000.00	
Public Hearings/Community Meetings	12,000.00	
IT Capital Needs	300,000.00	
Legal Expense	25,000.00	
Total Dynamic Fare Costs		\$ 1,137,000.00

The same examples exist for the Dynamic Fare Program.

Agenda Item # 11 American Public Transportation Association (APTA) Peer Review. Late in 2014 Metro sent a letter to APTA asking for that organization to perform a peer review of Access Services. Stephanie Wiggins, the Interim Metro CEO has since withdrawn her request. The peer review was discussed and it was generally felt that such a review might prove to be a learning experience for everyone involved, as there would be input from all 43 partner organizations.

Agenda Item # 12 Status Update on Metro's Review of Access Services. In June 2013 the Metro Board of Directors asked that an independent review be performed. This review found 13 areas that needed to be worked on, nine areas have been satisfied. Recommendations # 7, 10 and 11 which address recommendations related to 1) industry best practices, 2) the feasibility of centralized reservation and; 3) alternatives to the current service delivery model will be studied in a series of upcoming comprehensive operational reviews of Access Services. These reviews will be performed by outside consulting firms. A Request for a Funding Proposal for Customer Service and Eligibility was made in November 2014 and the consulting contract(s) was brought to the Board of Directors for approval at the February 2015 meeting. The review of the Operational Policies and Procedures is being developed and expected to be completed in the near future.